

# Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ( ) NEW POSITION ( X ) EXISTING POSITION

## PART I - Position Description

1. Agency Name Department of Social and Rehabilitation Services		9. Position Number K0225513		10. Budget Program Number 23341	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Services Supervisor		
3. Division West Region			12. Proposed Class Title		
4. Section Integrated Service Delivery			13. Allocation		
5. Unit Economic & Development Support			14 (a). Effective Date		14 (b). FLSA Code
6. Location (address where employee works) City Great Bend County Barton			15. By Approved		
7. (Circle appropriate time) Full Time X Perm X Inter Part Time Temp %			16. Audit Date: By: Date: By:		
8. Regular Hours (circle appropriate time) From: 8:00 AM/PM AM To: 5:00 AM/PM PM			17. Position Reviews Date: By:		

## PART II - Organizational Information

## Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

- Purpose of this position is to direct and supervise the work flow of the Integrated Service staff assigned to the EES Service Division. This position will be responsible for administration of Cash, Food Assistance, Medical, Work Programs and Child Care Programs to customers in the designated counties determined for the West Region Service Centers.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name:

Title:

Position Number:

Who evaluates the work of an incumbent in this position.

Name:

Title:

Position Number:

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

- This position will operate under general direction of the PSE II with minimal supervision. Instruction will be given in the form of written communication or disbursement of agency rules and regulations via policy manuals and Secretary and Commissioner letters. Staff in this position will be expected to interpret and implement policy upon receipt. Minimal clarification should be needed.

d) Which statement best describes the result of error in action or decision of this employee.

- ( ) Minimal property damage, minor injury, minor disruption of the work flow.
- ( ) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
- ( X ) Major program failure, major property loss, or serious injury of incapacitation.
- ( ) Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); **\*How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed ). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No. % E OR M

In addition to the tasks listed below, the incumbent is expected to communicate the Mission Vision, and Guiding Principles of the agency to peers, customer and public, Identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches, and make recommendations to enhance efficiency and effectiveness of the agency. Understand and provide excellent customer service both internally and externally, serve as a positive role model, and Work cooperatively with peers, staff, customers, community partners and the general public.

#### **ADMINISTRATIVE AND PROGRAM SUPERVISION**

1. 35% E
  - Evaluates local program operations and develops procedures to insure the unit is providing efficient service delivery to customers in regard to program services. Achieved by utilizing input from staff and customers who have responded to the Quality Assurance Unit reviews.
  - Analyzes local systems for program implementation. Identifies strengths, dysfunctions and plans and recommends corrective action. Communication skills used to gather feedback from all agency staff and observation of workflow/work relationships.
  - Interprets local, state and federal regulations, policies, procedures and other requirements for administering EES programs in the supervisory unit. Manuals, policy memorandums, and written clarification from Central Office staff as well as the Regional Program Administrator will be available for review.
  - Reviews and analyzes management reports, case files and other materials related to complaints, appeals, and fraud in order to determine justifiable cause for staff's actions. Accomplished by reading customer case files and reviewing monthly reports that are relevant to determine if the unit is performing at its optimum.
  - Assesses training, needs from review of policy/procedure, systems training from information obtained in case readings or from review of management reports for deficiencies in programs. Utilize CARE system for researching program deficiencies and error trends.
  - Reviews and makes recommendations regarding required changes in policy and procedures for programs on the state or federal level to ensure changes are consistent with Regional EES Program Performance Plan to meet the needs of internal and external customers of the agency. Required to read and be informed of EES policy/procedures and make timely response to the EES Program Administrator as needed.
  - Evaluates compliance with federal/state laws or programs by conducting casework reviews to determine staff are appropriately completing case actions. Completed by reviewing the case file or electronic file on KAECSSES or KsCares system.
  - Represents the agency in Administrative Hearings to provide information or testimony needed by the hearing officer to make a determination or case finding regarding fraud or customer appeals. Case documentation prepared by the staff and reviewed by the supervisor will be used.
  - Designs, develops, and utilizes database structures that will enhance the productivity of staff in the unit. Use current structures or develop new structure.

#### **MANAGEMENT OF HUMAN RESOURCES**

2. 30% E
  - Recruits, interviews, selects and recommends for hiring applicants for vacant positions within the unit to maintain a stable workforce so that consistent and quality services may be given to customers. Process completed by following Personnel Regulations and Equal Employment Opportunity guidelines.
  - Trains staff in regional and program policy procedure, the use of the KAECSSES and KsCares computer systems, interviewing techniques, and time management so that staff can provide service to the customer. Accomplished with the Regional Training Coordinator by use of the Personal Trainer, Training Academy, Training Region and Central Office EES Program training staff.
  - Assigns and monitors work for the unit to achieve the most efficient use of staff resources. Use weekly and monthly reports from the SARS system to determine outcomes of the assignments as well as communication with staff in regard to assigned caseloads.
  - Determines performance standards, evaluates, and counsels line staff regarding work performance to promote both worker and customer satisfaction. Require periodic observation of staff while working, weekly or monthly review of written reports or by communicating with staff daily and in a formal fashion at least quarterly in a supervisory conference.
  - Checks and approves time sheets, travel vouchers, and training requests of staff. Processes the forms submitted by unit staff to guarantee timely payment of salary and travel expenses. Instructions from the Personnel Division regarding payroll and Regional procedures for travel reimbursement used in the determination of correctness.

#### **REPORTS AND DATA MONITORING**

3. 20% E
  - Constructs quarterly reports to the EES Program Administrator summarizing the activities, critical needs or outstanding accomplishments of the unit.
  - Analyzes statistical and other data made available through either paper reports from Central Office or from the SARS system. Researches, studies and interprets information to determine program trends, timeliness and accuracy, caseload activities, and program outcomes and federal participation rates are being met.

4. 10% E

**PUBLIC RELATIONS**

- Creates a working relationship with community resources through development of coordination and collaboration efforts; promoting interest and support of agency, program and community services to establish/improve/provide access to resources, e.g. individuals, agencies, employers, etc.
- Disseminates accurately and timely agency information through delivery methods of communication mediums and promotional materials to increase understanding of agency mission and goals. Represents the programs and agency in a positive manner to foster interest in community involvement.
- Collaborates with other Intra/Inter-Agency staff and utilizes agency guidelines to evaluate and resolve provider and customer issues or concerns. Completes process expeditiously to ensure appropriate and quality services.
- Professionally represents the agency with delivery of well prepared information to customers or groups by accurate information and generic terms in a positive manner to heighten awareness, interest, participation and understanding of the agency and programs being presented.
- Researches, analyzes and evaluates customer compliance issues using monitoring procedures to determine if a problem exists and/or can be resolved. Plans and implements a problem resolution strategy which may include, but is not limited to: conciliation process, good cause determination, mediation or negotiation, denial of eligibility, modification of plan or services, referral for sanction or fair hearing process.

5. 5% E

**OTHER RELATED WORK**

- Composes correspondence such as general business letters and reports by using the established format for the agency to respond to internal and external customers.
- Identifies, extracts and applies information received from attendance in training, conferences, supervisory and unit meetings, etc. to upgrade skills and to stay current program information.

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\* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

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22. List the consequences of not performing the essential functions of this position as identified in Section 21.

- Program duties and responsibilities not adhered to by this supervisor could have the potential to jeopardize federal funds or other State monies in one or more major programs because specified program outcomes are not achieved. The end result may be a fiscal sanction to the State of Kansas. Along the same line, neglected supervisory duties could also affect program outcomes as staff could cause major dysfunctions within the unit to endanger program outcomes. Failure of the unit to perform essential functions would cause severe financial and emotional hardships for customers.

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23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.  
( ) Plans, staffs, evaluates, and directs work of employees of a work unit.  
( **X** ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

**Class Title**

**Position/KIPPS Number**

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

- This position requires daily contact with other agency employees, the Area Administrative staff, other agencies, government officials, community leaders, and the general public. Contacts are in-person, by telephone, or E-Mail to provide information regarding agency programs, policies, and procedures; to insure uniform and accurate service delivery; and to resolve conflicts.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

- The overall administrative and program responsibilities involve stress on a daily basis. The continual use of systems computers in reviewing and monitoring staff work may cause fatigue and eye strain. It may be necessary at times to deal with angry and hostile customers.

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26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

**On-Line Computer Terminal - Daily**  
**Photo Copier - Daily**  
**Personal Computer - Daily**  
**FAX Machine - Occasionally**

**Typewriter - Occasionally**  
**Calculator - Daily**  
**State Motor Vehicle - Occasionally**

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**PART III - Education, Experience and Physical Requirements Information**

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27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

- Six years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's program. Post secondary education may be substituted for experience as determined relevant by the agency.

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**28. SPECIAL REQUIREMENTS**

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

- Case Management Experience
- Human Service Field Experience
- Experience with Community Partners
- Budgeting/Financial Computation
- Computer Experience

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29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

The work is predominantly sedentary and requires minimal physical exertion. The employee is normally seated; however, the nature of the work allows for periods of standing or walking at will.

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30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

Supervisors will be required to follow office procedures to ensure their safety and the safety of other agency staff when dealing with customers who may become hostile, angry, or pose a threat.

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**PART IV - Signatures**

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Signature of Employee

Date

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Signature of Personnel Officer

Date

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Signature of Supervisor

Date

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Signature of Agency Head or Appointing  
Authority

Date